

# White Lodge Medical Practice

## Patient Participation Group Meeting Minutes

**Date: Wednesday 17<sup>th</sup> November 2021 14:00; MS Teams**

1. Welcome and introductions - welcome and thank you all for joining us on the Patient Participation Group meeting. I hope you are all well and getting ready for Christmas, as we certainly are. I am going to follow the set agenda points first to give you I hope relevant update on our successes and challenges. After that you will have opportunity to ask questions and I will open up floor to any additional points and discussion.

2. Chase Side Primary Care Centre – relocation date and process.

The official date of the relocation is pencilled on the weekend 11&12 December 2021 - subject to the UK Power Networks connecting the electricity. In the coming week you will receive a text message or a letter informing you about the move. It is likely that we will open the service in the new building on 13 December 2021 at 8 am. If in between the meeting and the move you have any questions, please submit them via our website: <https://whitelodgemedicalpractice.nhs.uk/navigator/ask-a-question-about-the-relocation/>

We are currently undergoing final tests and sign offs before the building will be commissioned. The bad news is that the car park may not be ready before Christmas and will like open in the New Year.

3. GP Survey 2021 results

339 Surveys sent out; 142 Surveys sent back; 42% completion rate

83% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)  
Local (CCG) average: **68%**National average: **74%**

92% of respondents describe their overall experience of this GP practice as good  
Local (CCG) average: **81%** National average: **83%**

78% of respondents describe their experience of making an appointment as good  
Local (CCG) average: **69%**National average: **71%**

21% of respondents usually get to see or speak to their preferred GP when they would like to  
Local (CCG) average: **42%**National average: **45%**

62% of respondents were offered a choice of appointment when they last tried to make a general practice appointment  
Local (CCG) average: **68%**National average: **69%**

76% find it easy to get through to this GP practice by phone

94% find the receptionists at this GP practice helpful

94% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

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96% felt their needs were met during their last general practice appointment

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=F85025>

## 4. Covid-19 vaccination update

789 cases in last 7 days, 70.2% vaccinated with at least two doses. Three operation Local Vaccination Sites: Carlton House, Winchmore Hill and Evergreen

Evergreen have a walk in service Wednesday, Friday, Saturday and Sunday from 9-5.45 - 0208 887 8354 Carlton House - 0208 370 4900 Winchmore Hill practice - 0208 350 5000

Difference, between booster and 3<sup>rd</sup> vaccination

## 5. White Lodge – service updates

## 6. White Lodge – staff updates

7. Q&A

8. AOB